



The TROPIC NEWS

Volume 2, Issue 3 A newsletter for Army Hawaii Family Housing Mar/Apr 2005



A new view for families

Families at Aliamanu Military Reservation (AMR) watched as Army Hawaii Family Housing LLC (AHFH), made good on its promise to demolish an eyesore in the community—a multi-family housing structure gutted by fire.

"At our earliest opportunity, we removed what was not only a visually unpleasant building in the community, but also an unsafe and unsanitary building that the families living there appropriately felt was affecting their quality of life," said Harry Jackson, Vice President and Asset manager at AHFH.



Resident Feedback

Canby Community

Our tub was not draining and two toilets were not working well. Mel was able to fix both toilets and was able to get some roots out of the drain pipes. We still need to do additional repairs on the drain, but he was very prompt and did a lot to clear the drains. ~**Sandra Rodrigues**

Helemano Community

Service technicians Eddie, Dean and Pat were terrific! Their experience and professionalism is outstanding. I couldn't ask for a better plumber, roofer or maintenance supervisor.

~**Francela Ripley**

AMR East Community

My back gate was repaired in two places. It needed a slab of wood in one corner and the nail in the other corner was secured so the back side of my gate would not fall down. I can now close and latch the gate. Thank you very much.

~**Raychell Smith**

Red Hill Community

I am very pleased with the maintenance system. My calls are answered promptly, appointments made quickly and the men are very courteous and friendly. Thank you.

~**Melissa Brogan**

SERVICE STATISTICS

Service calls received: 8,100
Service calls completed: 7,757
Response times met: 99.87 %
Completion times met: 99.74 %

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Building Quality Communities for America's Military Families

Army Hawaii Family Housing community updates

Red Hill, Ph 275-3830

Now that we are fully staffed on the property management side, we have been busy brainstorming ideas for wonderful activities. We recently held a card decorating activity along with butterfly and cupcake decorating activities. We had a fantastic turn out for this event.

Garbage pick up:

Garbage pick up is on Tuesday and Friday. Green waste and recycling pick up is on Wednesday and Friday. These items should be placed in the regulated trash or recycling containers if they are to be picked up. Large bulk items can be placed in the dumpster located next to the gas station. The dumpster can be accessed through the doors in the back for placement larger bulk items. If you need assistance dropping items off or accessing the dumpster, contact the community center.

~ *Julia Andrews*

AMR Rim, Ph 275-3860

AMR Rim is starting a Yard of the Quarter program. We will be judging yards in the community on a quarterly basis, focusing on decorations, shrubs and lower beds.

Air Conditioning Maintenance:

Preventative maintenance of air conditioner units is almost complete. Future maintenance on these units will be held on a quarterly basis. As a rule, maintenance will only be done to units where the resident is home. If a resident is not home at the time of the scheduled repair, the door will be tagged. Residents can schedule an appointment by calling the community center. ~ *Mary Louise Glass*

Tropic News

This publication was produced by Army Hawaii Family Housing LLC and Actus Lend Lease. Unless otherwise specified, all editorial copy, photos and graphics are produced by the office of the Actus Lend Lease Regional Director of Communications. Should you have any questions regarding this publication, call us at (808) 275-3100.

Leader Field, Ph 275-3740

Leader Field and Solomon community centers are now operating out of the same building. Managers from both centers will now share ideas on ways to continually improve your housing experience.


The month of February gave us the opportunity to express our appreciation to residents by distributing roses on Valentines Day. Each resident that visited our office or had service appointments received a rose. Our smaller residents, were offered an array of Valentine crafts. The month of February also brought community involvement as many of our residents took part in a community focus group. Residents provided valuable suggestions to improve our community and their quality of life. ~ *Jennifer West*

Helemano, Ph 275-3780

Helemano is going through a little spring cleaning. Residents, you can get into the act by getting rid of some of the clutter in your closet. Yard Sale Mania is scheduled to take place on 14 May. This is a great opportunity to make some extra cash. As for the outside of your homes, please be advised that for the next couple of months, yard service will be trimming bushes in your community. If you have bushes near your window, you may want to close your drapery or blinds for privacy.

~ *Renee Roberts*

Army Resident Assessment Survey coming to a mailbox near you



In an effort to improve the quality of life for Service Members and their families, the annual Military Housing and Lodging Institute (MHLI) Residential Communities Initiative (RCI) Resident Opinion Survey will be mailed to all AHFH residents in mid April. Your feedback is crucial to the development of future housing programs under the RCI program.

Your feedback will be reported to AHFH and the Army staff for their use in managing this program. The input you provide will help decide where the housing dollars should be spent and to help guide Army Hawaii Family Housing LLC on the services and amenities that are important to you, the resident.

All residents are encouraged to participate in the survey as this is your opportunity to be heard. For more information regarding the survey, please contact Fran Nix, Housing Management Specialist at 275-3127.

~ *Kelli Wilson, RCI*

AHFH community renovation briefs on the horizon

AHFH residents will soon be able to get a first-hand look at renovation plans as each community center will be hosting community meetings, beginning this spring. In an effort to keep residents informed of the project's plan for their community, both historical and non-historical renovation briefs will be provided at each community center.

Each brief will be tailored to the specific community, as each community will experience different renovations at different times throughout the

course of the 10-year Initial Development Period (IDP), and the project's life cycle. Residents will have the opportunity to learn how their homes and surrounding community will benefit from renovations, ask questions, and provide input.

More information regarding renovations will be provided to residents prior to their community brief.

For more information on when your community brief will take place, please contact your local community center. ~ *RCI*